System Communications & Delivery Program
2002/03 Service Methods and Workload Estimates

	Estimated Communications Workload (Messages)	Telecommunications Systems Usage					Estimated Delivery Workload (Items)	Delivery Systems Usage				
		EMS	Voice Phone	Fax	Internet	Other		System Van	Contracted Delivery	US Mail	UPS	Other
BALIS	6,723	NA	72%	28%	NA	0%	37,464	0%	90%	1%	1%	8%[a]
BLACK GOLD	348,125	0%	4%	.5%	8.9%	87%[b]	725,150	98%	.01%	1.2%	.5%	.29%
49-99	23,005	2%	35%	10%	54%	1%[c]	385,000	98%	0%	2%	0%	0%
INLAND	42,750	NA	84%	16%	NA	NA	105,600	0%	78%	10%	10%	2%
MCLS	477,800	16%	4%	12%	42%	27%[d]	80,000	98.7%	1%	.3%	0%	0%
MOBAC	4,215	NA	57%	43%	NA	0%	127,000	0%	99.9%	0%	0%	.1%[a]
MVLS	30,000	0%	20%	13%	67%	0%	160,200	95%	0%	1%	4%	0%
NO. BAY	54,385	0%	29%	6%	65%	0%	1,926,400	0%	98%	1%	1%	0%
NO. STATE	17,430	0%	12%	72%	16%	0%	436,813	97%	0%	1%	2%	0%
PENINSULA	262,790	NA	3%	2%	NA	95%[e]	1,875,208	96%	0%	1%	3%	0%
SJVLS	203,080	0%	6%	2%	91%	1%[f]	263,810	97.5%	0%	1.5%	1%	0%
SANTIAGO	121,098	NA	76%	8%	10%	6%[g]	13,000	0%	95%	5%	0%	0%
SERRA	32,850	0%	30%	55%	12%	3%	149,120	0%	98%	1%	1%	0%
SVLS	18,500	0%	43%	32%	25%	0%	50,000	0%	97.5%	2%	.5%	0%
SO. STATE	4,400	0%	43%	21%	36%	0%	1,210	0%	95%	5%	0%	0%
TOTALS	1,647,151	5%	15%	8%	31%	41%	6,335,975	60%	37%	1%	2%	.01%

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a. Fax
b. Holds Placed on Member Library Automation Systems
   and Cat-A-Link Gold
c. Audio Conference
d. OCLC ILL Subsystem not supported by CLSA
e. Telecirc
f. Dynix E-Mail
g. OCLC, ALA Forms

NA – Data not available

Exhibit A

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